

Easterling, Deborah

229987

From: Easterling, Deborah
Sent: Thursday, May 26, 2011 3:02 PM
To: 'Bruce Portus'
Subject: RE: Letter of Protest - Docket 2011-47-WS

Dear Mr. Portus:

This is to acknowledge receipt of your email to our PSC Website Comments.

I am forwarding your email to our Clerk's Office for handling. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling

From: Bruce Portus [<mailto:bportus@hotmail.com>]
Sent: Wednesday, May 25, 2011 7:42 PM
To: Contact
Subject: Letter of Protest - Docket 2011-47-WS

Attached is my letter of protest.

Bruce Portus

RECEIVED
PSC SC
MAIL/DMS



Letter of Protest
in Docket * 2011 - 47 - WS

Print

Email

* Required Fields

Date: * May 26, 2011

Protestant Information:

Name * Bruce Portus

Mailing Address * 188 Barancle Circle

City, State Zip * Lexington, SC 29072 Phone * 803-359-6874

E-mail bportus@hotmail.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I live at Mallard Cove condominiums. This is a ten unit condominium complex which receives water and sewer service from Carolina Water. The water is provided by a well. The well, pump station, water treatment facility and storage tank are all located on Mallard Cove property. Mallard Cove is not compensated by Carolina Water for the use of our property.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

Carolina Water Service provides poor quality water, poor service and has damaged our property due to the operation of their water system as follows:

1. Unlike municipal water, Carolina Water's water has a high mineral content which damages commodes and plumbing fixtures. The buildup of minerals in my commodes became so unsightly that I had to replace all three of my commodes recently. Already, my new commodes have an unsightly mineral buildup. Likewise, I had to replace all my faucets.
2. Carolina Water's billing system has been a mess as Carolina Water transitions to a new billing system. Bills have been many months late creating extra work for our Treasurer.
3. A chemical leak from the water treatment facility damaged our tennis court. Water flushed from the water system eroded the bank above our tennis court. Carolina Water did not inform us of either one of these situations and we had to make written requests to them to get compensation.

Carolina Water is an unacceptable water provider. The PSC should insist that Carolina Water improves their service before considering ANY rate increase.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *
(This section should be completed.)

No